



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Sage Telecom, Inc.
for Filing Period 4/1/2009 to 6/30/2009
Tracking Number 2890

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	107.00 *	101.00 *	97.00 *	101.67 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	73.00 *	84.00 *	110.00 *	89.00 *
E. Percent of Service Installations Section 730.540(a)	96.20 %	93.10 %	91.40 %	93.57 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	87.60% *	83.50% *	76.90% *	82.67% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.67	2.06	2.46	2.06
H. Percent Repeat Trouble Reports Section 730.545(c)	9.40 %	12.90 %	18.00 %	13.43 %
I. Percent of Installation Trouble Reports Section 730.545(f)	9.10 %	8.20 %	7.50 %	8.27 %
J. Missed Repair Appointments Section 730.545(h)	3	2	1	2
K. Missed Installation Appointments Section 730.540(d)	8	7	12	9

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$175.80	\$132.56	\$409.35	\$717.71
B. Number of credits issued for repairs - 24-48 hours	23	41	48	112
C. Number of credits issued for repairs - 48-72 hours	4	5	13	22
D. Number of credits issued for repairs - 72-96 hours	1	0	5	6
E. Number of credits issued for repairs - 96-120 hours	0	1	4	5
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	13	39	21	73
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$214.50	\$58.50	\$1,582.00	\$1,855.00
B. Number of installations after 5 business days	11	3	74	88
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	13	10	26	49
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0